

Iowa Protective Order Notification for Domestic Abuse Program (IPONDA)
VINE Protective Order Fact Sheet
Iowa's Statewide Automated Victim Information and Notification Program
1-888-742-8463
www.vinelink.com
www.registervpo.com

GENERAL INFORMATION

Information is available 24 hours a day, 365 days a year. This service is available in **English and Spanish** and has 24-hour **VINE Operator Assistance**. VINE Protective Order (VPO) is different from VINE (offender-based system). VPO is a restricted service for domestic violence petitioners, others deemed to be at-risk by the abuser (respondent), advocates, and officers. VPO is NOT open to the public for registration.

DATA TRANSFER SCHEDULE

Data is received by Appriss real time as data is entered into the Crime Justice Information System (CJIS) application so protective orders can be added or updated for issuance and service information as soon as possible.

INFORMATION

Petitioners may call the toll-free Iowa VINE Protective Order line to determine the status of their protective orders or register against their orders. Callers will call the IA VINE number and will have the option to transfer to the VPO application. Callers need a touch-tone telephone to use VPO. To search for their protective order information through VPO, callers will need to provide the **Protective Order Case Number** from the copy of their protective order.

Information provided (if provided to Appriss) when calling the Iowa VINE Protective Order system:

- Type of protective order
- Status of protective order
- Issue date
- County Name and state the protective order was filed
- Service status (not served, served) and service date and time, if served
- Expiration date

REGISTRATION

Petitioners may register directly with IPONDA-VPO for telephone notification by using a touch-tone phone and calling the toll-free IA VINE number. Registration for telephone and email notification may be done at www.vinelink.com or www.registervpo.com. To register the petitioner must have the protective order case number, respondent first name and respondent last name. The caller will then provide the following information to receive notifications:

- A telephone number (including area code) where they can be reached directly for notification (multiple numbers can be registered)
- A 4-digit Personal Identification Number (PIN)
OR
- A valid email address (web only or with VINE Operator Assistance)

NOTIFICATION

Unless otherwise noted, notification calls begin as soon as the VINE® Communication Center receives updated records. Notification calls to registered persons will be made when one or more of the following occur:

- **Standard**
 - Order served
 - Temporary, ex-parte protective order
 - Full, permanent protective order
- **Advanced**
 - Order expired (30 days prior)
 - Full, permanent Protective Order

CALL PATTERNS

VPO is a PIN first service, to assure the confidentiality of the notification and the petitioner. The actual notification message isn't made until the PIN is entered. Generic messages will be played and left on voice mail until a live call is picked up and the PIN entered.

Standard: Calls will be made every 30 minutes until a notification call is answered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Generic notification messages will be left on answering machine, but calls will continue every 2 hours. **Notification calls will be made for 24 hours or until the correct PIN code is entered to confirm the call.**

Advanced: Calls will be made in advance of a scheduled event (e.g. 30 days prior to the expiration of a permanent order). Calls will be made every 30 minutes between the hours of 7 a.m. and 10 p.m. until a notification call is answered. If the call is answered but not confirmed, subsequent calls will be made every 2 hours. Generic notification messages will be left on answering machine, but calls will continue every 2 hours. **Notification calls will be made for 24 hours or until the correct PIN code is entered to confirm the call.**

NOTES

Registration with VINE Protective Order does *not* also register the petitioner with VINE—for offender custody status information. **Each service, VINE Protective Order and VINE, requires a SEPARATE registration for information and notifications.**

Additional Assistance

For questions regarding your VINE Services, including VINEWatch and VINELink, please contact the Appriss Operations Center (AOC) at 866-APPRISS option 2, or send an email to aocd@appriss.com. You may also contact the AOC for technical assistance or to report a possible problem.

Note Regarding Caller ID or Anonymous Call Blocking: Notification calls from VINE/IPONDA will display a telephone number with a “502” area code. If someone were to call the display number, it would not be answered. This alleviates the issue of persons or phone systems blocking anonymous calls.

Contact Information for IA VINE and IPONDA and to request brochures:

Rhonda Dean – VINE/IPONDA Program Manager
Iowa Attorney General's Office
Crime Victim Assistance Division
321 E 12th Street
Lucas Bldg, Ground Floor
Des Moines, IA 50319
(515) 281-5829
Rhonda.Dean@iowa.gov

To contact the Appriss Operations Center for technical and support services 24/7:

1-800-APPRISS ext 2 (1-866-277-7477) or email them at aocd@appriss.com